



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES

Health and Recovery Services Administration

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Olympia, Washington 98504-5502

October 23, 2009

Dear Provider Organizations

Throughout the ProviderOne project development, DSHS has been committed to two goals while implementing the new system:

1. Continuity of services for over 1 million of Washington's most vulnerable residents; and
2. Continuity of nearly \$4 billion in annual payments to DSHS providers.

December 6, 2009 Go-Live Date is Not Viable – January 10, 2010 is the next possible Go-Live Date

Since announcing the December 6, 2009 implementation date last July, we have been carefully monitoring readiness of the system, providers, DSHS staff, and our vendor. Considering system readiness alone, the state has determined that December 6, 2009 is not a viable launch date. This decision was supported by external quality assurance and independent verification and validation vendors.

There are two areas of the system that do not support going live December 6:

- 1) Data warehouse reporting functions necessary for managing Medicaid and meeting legal requirements; and
- 2) Integration of pharmacy payments into the overall ProviderOne system claims engine.

Although these areas are not tracking to a December 6, 2009, go-live date, significant progress has been made in recent weeks. Therefore, January 10, 2010, is the next possible go-live date. In the coming weeks, we will be working closely with the system vendor to monitor the viability of a January go-live date **and adjust the official go-live date if necessary.**

We appreciate your commitment, patience and continued support for this critical and unprecedented undertaking for the State of Washington and its citizens and providers!

To ensure continued payment in ProviderOne after January 10, 2010, providers must complete critical readiness tasks according to the schedule shown below. Two weeks prior to go live, ProviderOne will not be available for security, registration, or testing activities as we transition to the new system. Therefore, we urge you to **complete all readiness tasks by December 23, 2009** to be ready for ProviderOne implementation as early as January 10, 2009. The required tasks depend on your billing method.

DSHS has temporarily reallocated resources to support provider organizations with these activities through the dates indicated in the chart below.

| Billing Method | <u>Security Complete</u> | <u>Registration Complete</u> | <u>EDI Testing Start</u> | <u>EDI Testing Complete</u> |
|--|--------------------------|------------------------------|--------------------------|-----------------------------|
| Electronic Batch Submitter (upload HIPAA Files) | 10/30/09 | 11/13/09 | 11/20/09 | 12/23/09 |
| Direct Data Entry (keying claims into ProviderOne) | 11/13/09 | 12/23/09 | n/a | n/a |
| Use Billing Agent/ Clearinghouse (3 rd party payer) | 11/13/09 | 12/23/09 | n/a | n/a |
| Pharmacy Point of Sale (POS) | 11/13/09 | 12/23/09 | n/a | n/a |
| Paper Biller (UB-04, CMS 1500, ADA) | 11/13/09 | 12/23/09 | n/a | n/a |

Also, providers should be making plans to use the new identifiers, including the [ProviderOne client ID](#) and national [taxonomy](#) codes, as required for payment in ProviderOne.

Live System Training Available Now


[System Orientation opportunities](#) are offered in a variety of formats so you can select the type that best fits your organization (manuals, live webinars, recorded webinars available on demand, tutorials, etc.). Please visit our training page

ProviderOne Billing and Resource Guide

A ProviderOne Billing and Resource Guide is under development as well as updated billing instructions to assist you once ProviderOne is operational. You can view a draft version of the ProviderOne Billing and Resource Guide at

http://hrsa.dshs.wa.gov/download/ProviderOne_Billing_and_Resource_Guide.html

John Anderson,



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